

02-25-02

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**UTILITY  
PATENT APPLICATION  
TRANSMITTAL**

(Only for new nonprovisional applications under 37 CFR 1.53(b))

Attorney Docket No.	ASPTP001
First Inventor	Michael ELY
Title	METHOD AND APPARATUS FOR A BUSINESS CONTACT CENTER
Express Mail Label No.	EF397446879US*

**APPLICATION ELEMENTS**

See MPEP chapter 600 concerning utility patent application contents.

1.  Fee Transmittal Form (e.g., PTO/SB/17)  
*(Submit an original and a duplicate for fee processing)*
2.  Applicant claims small entity status.  
See 37 CFR 1.27.
3.  Specification [Total Pages 31]  
*(preferred arrangement set forth below)*
  - Descriptive title of the invention
  - Cross Reference to Related Applications
  - Statement Regarding Fed sponsored R & D
  - Reference to sequence listing, a table, or a computer program listing appendix
  - Background of the Invention
  - Brief Summary of the Invention
  - Brief Description of the Drawings (*if filed*)
  - Detailed Description
  - Claim(s)
  - Abstract of the Disclosure
4.  Drawing(s) (35 U.S.C. 113) [ Total Sheets 11 ]
5. Oath or Declaration [ Total Pages 3 ] Unsigned
  - a.  Newly executed (original or copy)
  - b.  Copy from a prior application (37 CFR 1.63 (d))  
*(for continuation/divisional with Box 18 completed)*
    - i.  **DELETION OF INVENTOR(S)**  
Signed statement attached deleting inventor(s) named in the prior application, see 37 CFR 1.63(d)(2) and 1.33(b)
6.  Application Data Sheet. See 37 CFR 1.76

**ADDRESS TO:** Assistant Commissioner for Patents  
Box Patent Application  
Washington, DC 20231

7.  CD-ROM or CD-R in duplicate, large table or Computer Program (*Appendix*)
8. Nucleotide and/or Amino Acid Sequence Submission  
*(if applicable, all necessary)*
  - a.  Computer Readable Form (CRF)
  - b. Specification Sequence Listing on:
    - i.  CD-ROM or CD-R (2 copies); or
    - ii.  paper
  - c.  Statements verifying identity of above copies

**ACCOMPANYING APPLICATION PARTS**

9.  Assignment Papers (cover sheet & document(s))
10.  37 CFR 3.73(b) Statement  Power of Attorney  
*(when there is an assignee)*
11.  English Translation Document (*if applicable*)
12.  Information Disclosure Statement (IDS)/PTO-1449  Copies of IDS Citations
13.  Preliminary Amendment
14.  Return Receipt Postcard (MPEP 503)  
*(Should be specifically itemized)*
15.  Certified Copy of Priority Document(s)  
*(if foreign priority is claimed)*
16.  Nonpublication Request under 35 U.S.C. 122  
(b)(2)(B)(i). Applicant must attach form PTO/SB/35 or its equivalent
17.  Other:  Check for \$740.....

18. If a CONTINUING APPLICATION, check appropriate box, and supply the requisite information below and in a preliminary amendment, or in an Application Data Sheet under 37 CFR 1.76:

 Continuation     Divisional     Continuation-in-part (CIP)

of prior application No. \_\_\_\_\_

Prior application information.

Examiner \_\_\_\_\_

Group Art Unit \_\_\_\_\_

For CONTINUATION OR DIVISIONAL APPS only: The entire disclosure of the prior application, from which an oath or declaration is supplied under Box 5b, is considered a part of the disclosure of the accompanying continuation or divisional application and is hereby incorporated by reference. The incorporation can only be relied upon when a portion has been inadvertently omitted from the submitted application parts.

**19. CORRESPONDENCE ADDRESS**

<input checked="" type="checkbox"/> Customer Number or Bar Code Label	28436 <small>(Insert Customer No. or print Bar Code label here)</small>		or	<input type="checkbox"/> Correspondence address below
Name	CARY & KELLY, LLP			
Address	ATTN: Charles C. Cary			
	1875 Charleston Road			
City	Mountain View	State	California	Zip Code 94043
Country	United States	Telephone	(650) 533-4844	Fax (650) 316-4013
Name (Print/Type)	Charles C. Cary	Registration No. (Attorney/Agent)	36,764	
Signature			Date	02/20/2002

Burden Hour Statement: This form is estimated to take 0.2 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Box Patent Application, Washington, DC 20231.

EF 397446879 US

j1017 U.S. PRO  
10/08/1560

02/20/02

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# FEE TRANSMITTAL for FY 2002

Patent fees are subject to annual revision.

TOTAL AMOUNT OF PAYMENT (\$ 740)

**Complete if Known**

Application Number	NOT YET ASSIGNED
Filing Date	Feb 20, 2002
First Named Inventor	Michael ELY
Examiner Name	N/A
Group Art Unit	N/A
Attorney Docket No.	ASPTP001

**METHOD OF PAYMENT**

1.  The Commissioner is hereby authorized to charge indicated fees and credit any overpayments to:

Deposit Account Number	50-1338
Deposit Account Name	CARY & KELLY, LLP

Charge Any Additional Fee Required Under 37 CFR 1.16 and 1.17

Applicant claims small entity status. See 37 CFR 1.27

2.  Payment Enclosed:
 Check     Credit card     Money Order     Other
**FEE CALCULATION**1. **BASIC FILING FEE**

Large Entity	Small Entity	Fee Description	Fee Paid
Fee Code (\$)	Fee Code (\$)		
101 740	201 370	Utility filing fee	\$740
106 330	206 165	Design filing fee	\$0
107 510	207 255	Plant filing fee	
108 740	208 370	Reissue filing fee	
114 160	214 80	Provisional filing fee	

SUBTOTAL (1) (\$ 740)

2. **EXTRA CLAIM FEES**

	Extra Claims	Fee from below	Fee Paid
Total Claims	-20 = -20	x \$18 = \$0	
Independent Claims	-3 = -3	x \$84 = \$0	
Multiple Dependent			

Large Entity	Small Entity	Fee Description
Fee Code (\$)	Fee Code (\$)	
103 18	203 9	Claims in excess of 20
102 84	202 42	Independent claims in excess of 3
104 280	204 140	Multiple dependent claim, if not paid
109 84	209 42	** Reissue independent claims over original patent
110 18	210 9	** Reissue claims in excess of 20 and over original patent

SUBTOTAL (2) (\$ 0)

\*\*or number previously paid, if greater. For Reissues, see above

**FEE CALCULATION (continued)**3. **ADDITIONAL FEES**

Large Entity	Small Entity	Fee Description	Fee Paid
Fee Code (\$)	Fee Code (\$)		
105 130	205 65	Surcharge - late filing fee or oath	\$0
127 50	227 25	Surcharge - late provisional filing fee or cover sheet	\$0
139 130	139 130	Non-English specification	\$0
147 2,520	147 2,520	For filing a request for ex parte reexamination	\$0
112 920*	112 920*	Requesting publication of SIR prior to Examiner action	\$0
113 1,840*	113 1,840*	Requesting publication of SIR after Examiner action	\$0
115 110	215 55	Extension for reply within first month	\$0
116 400	216 200	Extension for reply within second month	\$0
117 920	217 460	Extension for reply within third month	\$0
118 1,440	218 720	Extension for reply within fourth month	\$0
128 1,960	228 980	Extension for reply within fifth month	\$0
119 320	219 160	Notice of Appeal	\$0
120 320	220 160	Filing a brief in support of an appeal	\$0
121 280	221 140	Request for oral hearing	\$0
138 1,510	138 1,510	Petition to institute a public use proceeding	\$0
140 110	240 55	Petition to revive - unavoidable	\$0
141 1,280	241 640	Petition to revive - unintentional	\$0
142 1,280	242 640	Utility issue fee (or reissue)	\$0
143 460	243 230	Design issue fee	\$0
144 620	244 310	Plant issue fee	\$0
122 130	122 130	Petitions to the Commissioner	\$0
123 50	123 50	Petitions related to provisional applications	\$0
126 180	126 180	Submission of Information Disclosure Stmt	\$0
581 40	581 40	Recording each patent assignment per property (times number of properties)	\$0
146 740	246 370	Filing a submission after final rejection (37 CFR § 1.129(a))	\$0
149 740	249 370	For each additional invention to be examined (37 CFR § 1.129(b))	\$0
179 740	279 370	Request for Continued Examination (RCE)	\$0
169 900	169 900	Request for expedited examination of a design application	\$0
Other fee (specify) _____			\$0

Reduced by Basic Filing Fee Paid SUBTOTAL (3) (\$ 0)

**SUBMITTED BY**

Name (Print/Type)	Charles C. Cary	Registration No./ Attorney/Agent	36,764	Telephone	(650) 316-4011
Signature				Date	Feb 20, 2002

**WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.**

Burden Hour Statement: This form is estimated to take 0.2 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231

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**REQUEST AND CERTIFICATION  
UNDER  
35 U.S.C. 122(b)(2)(B)(i)**

First Named Inventor	Michael Ely
Title	METHOD AND APPARATUS FOR A BUSINESS CONTACT CENTER
Atty Docket Number	ASPTP001

I hereby certify that the invention disclosed in the attached application **has not and will not be** the subject of an application filed in another country, or under a multilateral agreement, that requires publication at eighteen months after filing. I hereby request that the attached application not be published under 35 U.S.C. 122(b).

20-Feb-2002

Date



Signature

Charles C. Cary Reg. # 36,764

Typed or printed name

This request must be signed in compliance with 37 CFR 1.33(b) and submitted with the application **upon filing**.

Applicant may rescind this nonpublication request at any time. If applicant rescinds a request that an application not be published under 35 U.S.C. 122(b), the application will be scheduled for publication at eighteen months from the earliest claimed filing date for which a benefit is claimed.

If applicant subsequently files an application directed to the invention disclosed in the attached application in another country, or under a multilateral international agreement, that requires publication of applications eighteen months after filing, the applicant **must** notify the United States Patent and Trademark Office of such filing within forty-five (45) days after the date of the filing of such foreign or international application. **Failure to do so will result in abandonment of this application (35 U.S.C. 122(b)(2)(B)(ii)).**

Burden Hour Statement: This collection of information is required by 37 CFR 1.213(a). The information is used by the public to request that an application not be published under 35 U.S.C. 122(b) (and the PTO to process that request). Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This form is estimated to take 6 minutes to complete. This time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231 DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS SEND TO: Assistant Commissioner for Patents, Washington, DC 20231